

*Marie Williams*

# Your Guide

FOR  
STENOGRAPHERS  
AND  
TYPISTS



WAR ASSETS ADMINISTRATION



## PREFACE

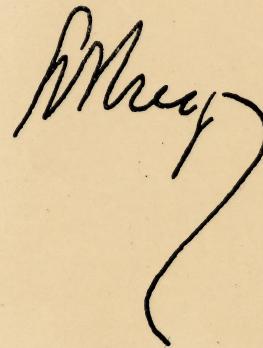
This Guide for Stenographers and Typists has been prepared in order to maintain uniformity in the preparation of correspondence, memoranda, and other forms of typewritten material. Its arrangement has been planned with a view to its usefulness as a ready reference and guide, and as a tool for training new personnel.

The Guide also contains information of a varied nature, compiled to aid stenographers and typists in solving the problems with which they are frequently confronted in their daily work.

All personnel concerned with the preparation of such papers are expected to familiarize themselves thoroughly with the Guide and comply with the instructions set forth therein.

New instructions and revisions of the present text will be issued from time to time, not only to meet revisions in office procedure, but also to provide additional information applicable to future requirements. When new or revised instructions are released they should be immediately inserted in their places in the Guide and the old pages destroyed.

Suggestions relative to further enhancing the usefulness of the Guide or of special divisional requirements, which should be included, are invited.

A handwritten signature in black ink, appearing to read "E. B. Gregory". The signature is fluid and cursive, with a large, sweeping flourish on the right side.

E. B. GREGORY  
*War Assets Administrator*

March 25, 1946



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# CHAPTER I

## GENERAL INSTRUCTIONS

This Guide is to be *supplemented* by the Government Printing Office Style Manual, the official manual for all government work, and Webster's New International Dictionary (unabridged), the *only* officially recognized dictionary in government offices. The forms prescribed by the G. P. O. Style Manual have precedence, however, and the dictionary style is to be followed only in those cases in which the G. P. O. Style Manual does not contain the desired information.

### 1. Rush Materials

Materials marked "RUSH," wires, and Congressional mail must be given priority over all other work.

### 2. Deadlines

A certain hour or a certain date set for the completion of a piece of work is known as a "deadline." *All deadlines must be met.*



### 3. Accuracy

Quality and quantity of work are both important. Highest quality and maximum production are, of course, desirable but quality should not be sacrificed for speed. At first it is better to proceed slowly than to hurry. The quality habit should be established first. Speed will naturally follow.

### 4. Doubtful Material

When taking dictation, if you are doubtful as to what the dictator said, draw a large conspicuous circle around the doubtful material. Interruptions may cause the dictator to lose an important trend of thought; but when he has finished you can thumb through your notes and verify the encircled material.

Do not guess. When you find you cannot transcribe a word or phrase in your notes, secure the information from the dictator. He would rather supply the needed information than have to return incorrect copy for retyping.

If in the absence of the dictator it is necessary to "fill in" something about which you are doubtful, call his attention to the doubtful place, either by an attached note or in person.

### 5. Spelling

To avoid the confusion and uncertainty of various authorities on spelling, the instructions and forms given in the Government Printing Office Style Manual must be used in preference to any other forms.

### 6. Typing

- a. Type all work neatly and accurately.
- b. Balance each page attractively; be careful of paragraphs, indentations, and spacing.
- c. Keep margins well balanced; keep the right

margin as even as possible. There should be AT LEAST a one-inch margin at the left, the right, and at the bottom of the page.

- d. Keep the type on your machine clean and change the ribbon frequently to assure legible typing.
- e. Avoid strike-overs, obvious erasures, and corrections. Do not use worn-out carbon paper.
- f. When only one copy is made, insert an extra sheet or two of bond paper into the typewriter. This prevents the keys from cutting through the paper and improves the general appearance of the work.
- g. Strive for an even touch at a steady pace. Speed without a uniform touch produces uneven coloring in the finished copy, strike-overs, running together of words, capital letters above or below the lines, etc.
- h. Strike punctuation marks lightly to avoid cutting the paper.

### 7. Errors

- a. Rewrite material if it contains strike-overs, uneven margins, obvious erasures, omission of words, phrases or sentences, etc. It is far better to rewrite the material yourself than have it returned to you by the dictator.
- b. When making erasures, move the carriage of the machine to one side so that the erasure particles will not fall onto the keys and into the machine. These particles clog the keys and cause a slow-acting machine.
- c. Check all typewritten material for errors in spelling, punctuation, typing, enclosures, etc., before it leaves your office.
- d. Correct capital letters struck above or below the line or rewrite the copy.

## CHAPTER II

# EASIER TYPING

### A. TIPS TO TYPISTS

#### 1. Centering a Heading

##### a. Left paper edge at zero—

Take scale reading at right edge of paper.  
Divide by two.  
Move carriage until this number shows under center of type guide.  
Back space, counting each stroke as two letters or spaces.

##### b. Left paper edge not at zero—

Take carriage scale reading at left edge, add scale reading at right.  
Divide by two, move carriage until this number shows under center of type guide.  
Back space one space for each two letters in title.

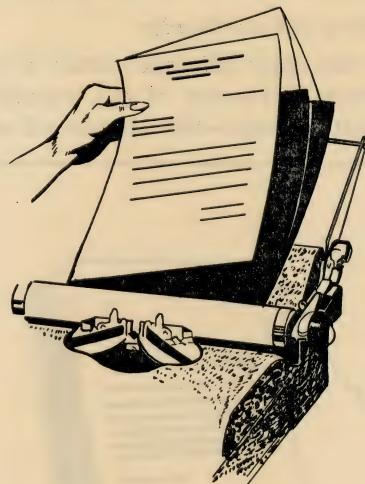
#### 2. Erasures

- a. Sometimes you MUST erase. When you do, erase completely using a light circular motion. Move the carriage to the right or left when erasing so that erasure crumbs do not fall into the machine.
- b. Place a heavy card or paper in back of carbon when erasing. Then, do not strike the key too hard. Tap the proper letter lightly, repeating until the intensity of color matches original.
- c. You may use an erasure shield. Use a soft rubber eraser on carbon copies. Use a small piece of fine sandpaper to clean and shape the eraser.
- d. To erase on bottom of page having a number of carbons, roll sheets backward in machine so that the place to be corrected rests on platen. This leaves bottom edges of sheets free. Insert paper under word to be corrected and erase in usual manner.

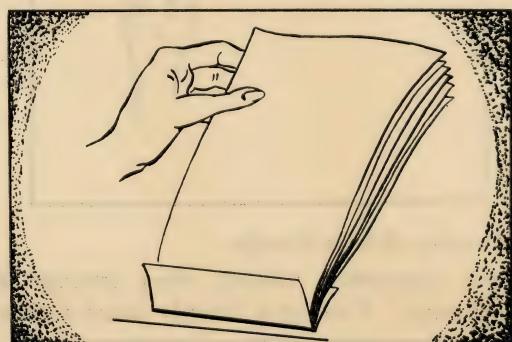
Roll back into position and type in correction.

#### 3. Feeding Carbon Pack

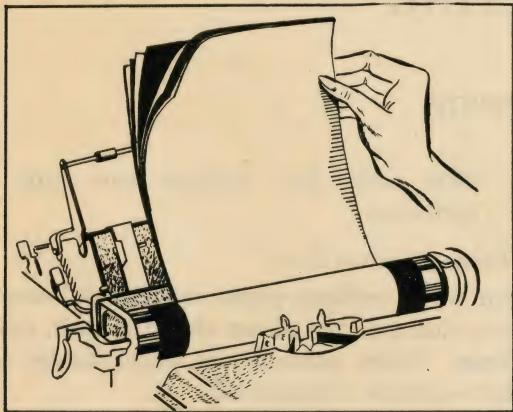
For a few carbons, insert original and second sheets, turn into the platen about an inch, insert carbons. When finished, the paper holder will remove carbons automatically.



For heavy packs, fold a smaller strip of paper over the top of carbon pack. This saves fumbling to straighten sheets after they are in the machine.

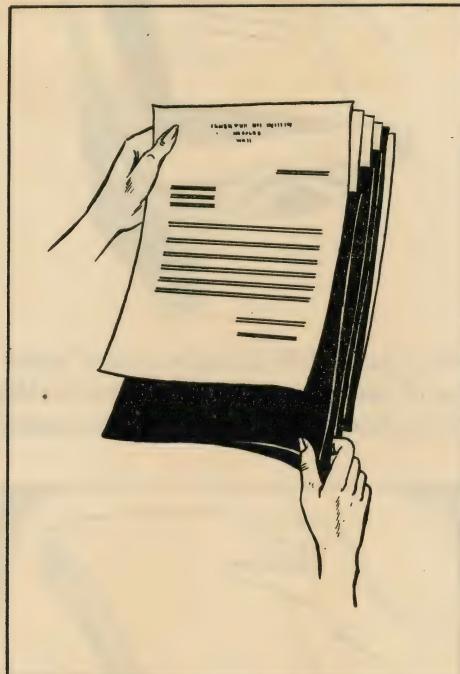


For excessive packs, roll a piece of letter-sized paper completely around the platen, insert the pack between the open flap of the paper and the roller.



#### 4. Preventing Carbon Smudge

Cut off the upper left-hand corner of your carbons. Grasp this corner of the completed pack of typewritten sheets—the carbons will slide out.



#### 5. Avoiding Ribbon Smudge

New typewriter ribbons often smudge the ribbon copy. Unwrap a heavily inked ribbon a week or two before using. Exposure to the air

dries off excess ink but does not change printing quality.

#### 6. Feeding Small Cards

To speed up on small cards when you have no card-holder attachment:

- a. Crease a pleat across a large sheet of paper to form a pocket for the card. Tape at sides to hold in place.
- b. Insert the pleated sheet in the machine around the platen and leave permanently.
- c. Drop a card into the pleat.
- d. Turn platen to feed backwards.
- e. Draw pencil line against left edge of card on pocket sheet to serve as a margin guide.

#### 7. Drawing Lines

If you have to set up a table of figures and have no forms, you can make up temporary forms as follows:

Vertical lines—Release the variable line spacer, hold the pencil firmly at the line point and twirl the platen knob.

Horizontal lines—Insert pencil at corner of ribbon guide and move the carriage across the paper to complete line.

Locking the shift key and releasing the ribbon as for typing stencils makes these operations easier.

#### 8. Sticky Type Bar

Release a type bar that sticks by holding back-spacer down and striking the key that balks. Protect the platen with paper.

#### 9. Making Special Characters

Characters possibly not found on the keyboard of your machine can be made by overprinting standard characters as follows:

Exclamation ! Hold down both space bar and shift while opposite hand strikes apostrophe and period.

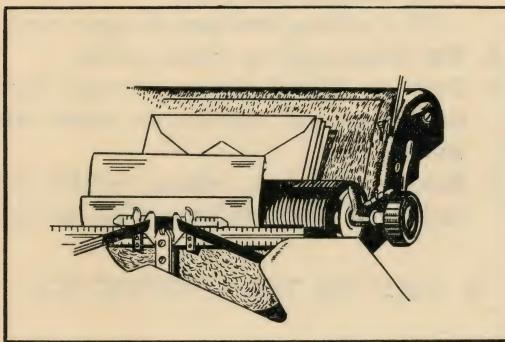
Degrees ° Roll platen back slightly and strike small o.

Equation = Strike hyphen, back-space, lower sheet and strike another hyphen.

Division	÷	Colon over a hyphen.
Pound Sterling	£	Capital L and small f.
Cedilla	ç	Small c and comma.
Serviceable section mark	§	Two s's typed one over the other, moving the platen.

#### 10. Chain Feeding

To save time on cards and envelopes BACK-FEED. Insert the next envelope behind top of one you have typed. They will stack up in proper order for sealing and stamping at back of paper table.



#### 11. That Bottom Line

To hold paper steady near the bottom of page, insert a sheet of paper directly between original and first sheet of carbon paper at back of platen. This extension sheet will grip the pack; no uphill-downhill line.

#### 12. Mark Bottom of Page

Before placing sheet in the typewriter place a small pencil mark at the bottom to remind you when you are nearing the end of the page.

#### 13. Last Line of Any Page

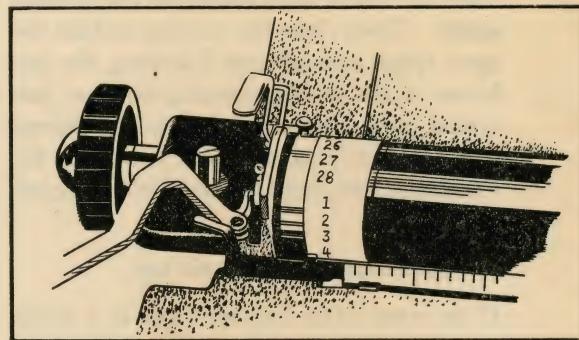
As you near the bottom of a page, look ahead to avoid:

- Typing text too low on the page.
- Typing signature too low on the page.
- Dividing last paragraph unnecessarily.

- Dividing last paragraph so as to leave less than two lines at bottom of the page or the top of the next page.
- Typing only a heading at the bottom of a page. Unless at least two lines of the text under a heading can be typed on the same page, carry the heading over to the next page.
- Dividing a word at bottom of the page.

#### 14. Evenly Aligned Manuscript

Prepare a strip of paper with lines numbered vertically and fold around left end of typewriter platen, fasten with scotch tape. Feed manuscript pages into machine in alignment with number one. Note the line on which you end the first manuscript page and finish succeeding sheets on same line.



#### 15. Aligning of Corrected Characters

When paper is reinserted for making a correction find an "i" or a "v" or any other symmetrical letter on the line to use as a centering guide for insertion of the missing character. Then tap the key lightly with the stencil device in operation to make sure the character is perfectly aligned in its space before typing it in place.

#### 16. Tabulate More Quickly

Any number of figures may be equally spaced across a page easily and quickly. Insert the sheet so that the left edge is at zero on any scale. Read the width of the sheet and divide by one more than the number of columns to be placed on the sheet. For example, if the sheet in the machine reads 84 and four columns are desired, divide 84 by 5. Tab stops are then placed at 17, 34, 51, and 68, which exactly divides the sheet for four columns of figures.

**17. Crowding and Expanding**

- a. If a letter has been omitted from a word, first erase the entire word. Now, place the carriage so that the open space immediately following the last letter of the preceding word is at the exact printing point. Hold down the space bar, striking the first letter of the word. Release the space bar, depress it again and hold while striking the second letter. Continue this until all the letters in the word have been filled in. The corrected word will still have sufficient (but not full) spacing before and after it.

Error: will sucess last  
Corrected: will success last

- b. If you fail to space between words, first erase the entire word following the omitted space. Then place the carriage so that the open space immediately following the last letter of the word preceding the one just erased is at the printing point. Depress and hold the space bar while you strike the first letter, etc., until the word is completed.

Error: willsuccess last  
Corrected: will success last

If an extra letter has been put in a word, erase the entire word containing the extra letter. Place the carriage so that the open space immediately following the last letter of the preceding word is at the printing point. Space one full space; then depress

and hold down the space bar while you strike the first letter of the word, repeating this for all the letters in the word. Space twice after striking the last letter.

Error: will success last  
Corrected: will success last

**18. How to Change a Ribbon**

- a. Wind old ribbon on right-hand spool and unfasten from left-hand spool. Observe travel of ribbon as you wind. Remove ribbon and spool from typewriter.
- b. Place new ribbon on right side and hook on left-hand spool. (Black edge at top for two-color ribbon.)
- c. Raise carrier to highest threading level by:
  - (1) Throwing ribbon indicator on red.
  - (2) Locking shift key.
  - (3) Colliding two keys in upper row.
- d. Put ribbon back on ribbon carrier.
- e. Loop or thread ribbon through carrier exactly as you noticed its travel when winding.
- f. Release shift lock, release collided keys, and throw ribbon indicator back on black.

**B. CARE OF THE TYPEWRITER****1. Lifting Your Typewriter**

Always pick up your typewriter by the base, if it must be moved. If grasped at any other point, machine may easily be damaged.

**2. Daily Do's**

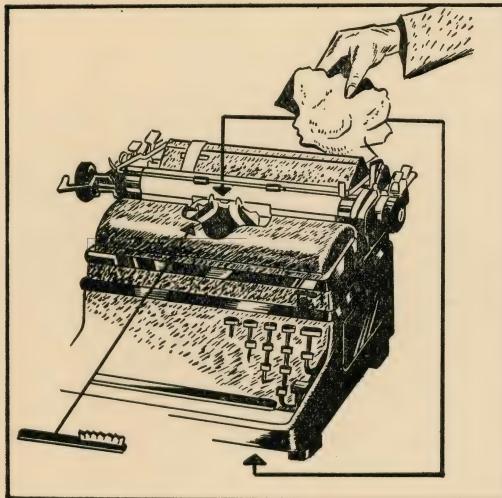
Dust the outside of the typewriter every morning. Push carriage to extreme left and wipe the carriage rails or tracks with a dry cloth. Push carriage to extreme right and repeat process.

Dust underneath the typewriter. Air circulation carries dust particles that lie on your desk up into working parts of the machine. Clean the machine from underneath with a long brush to remove the dirt which has fallen into it.

Brush out erasure dust from type segment.

Release paper feed rolls when not typing during day, and always at night. This keeps flat spots from developing on feed rolls and platen.

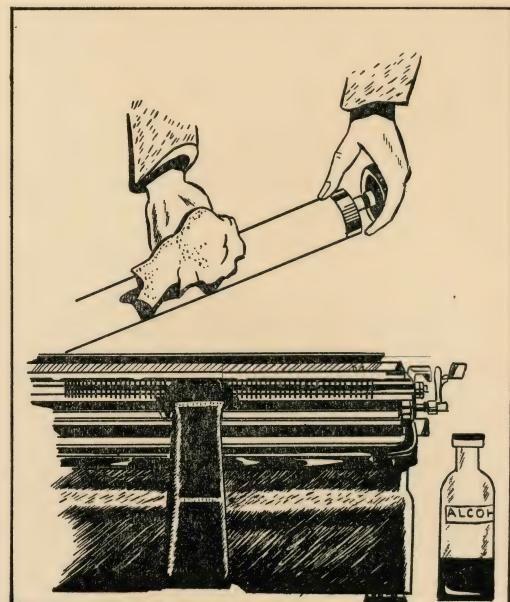
Keep the machine covered when not in use.

**3. Weekly Do's**

Wipe all open places thoroughly with a dust cloth. Use a long-handled stiff brush on parts hard to reach.

Clean platen (rubber roller and feed rolls) with ALCOHOL or suitable TYPE CLEANER and soft cloth. When ink and dust collect on platen, it becomes smooth and slippery.

Oil guide rails. Brush all dust from the rail and put ONE DROP of oil on each end—move carriage back and forth to distribute it.





## CHAPTER III

# CORRESPONDENCE

### A. GENERAL INFORMATION AND INSTRUCTIONS

#### 1. *Receipt of Mail*

Official communications are received in a central mail room, opened, stamped with the date and time received, counted, and routed to the appropriate offices.

#### 2. *Dispatch*

- a. It is imperative that all outgoing official mail be dispatched to the Post Office through the Mail Room in order that it can be weighed and counted. All mail is dispatched the day received in the mail room.
- b. When letters have been signed and are ready for dispatch, the original, all copies, addressed envelopes, and other related file material are arranged according to instructions under "Arranging" and enclosed in a chain envelope addressed to the "Dispatch Clerk" and deposited in the "Out" tray. The dispatch clerk will review, date the letter and all copies, route the copies as indicated thereon, return the blue copy to the originating office, and forward the original with indicated enclosures for dispatch. All file copies must bear the same date as the dispatch date of the original.
- c. A report of the number of items of official correspondence of an urgent nature prepared and mailed after office hours must be forwarded to the Mail and Records Section the following morning.

#### 3. *Correspondence Control Slips*

One or more correspondence control slips will be attached to incoming communications. One copy of the control slip may be used by the office to which the communication is first routed as a control over a subsequent routing; another copy may be used for this purpose by the office to

which it is secondarily routed; the final copy MUST remain attached to the communication until removed by the Mail and Records Section.

#### 4. *Special Letters*

Mail from Congressmen, Cabinet Members, or Heads of Government Agencies MUST be answered within a period NOT TO EXCEED THREE DAYS from the date of receipt of such letters by the War Assets Administration.

#### 5. *Returning the Forwarded Letter*

In those cases where a Member of Congress has forwarded correspondence addressed to him by a constituent, a set of copies must be prepared, unless photostatic copies have been provided, and the original attached and returned to the Congressman with the reply. Attach one copy to each copy of the reply. (See "Enclosures.")

#### 6. *Rewritten Letters*

When a letter is rewritten, the initialed copy of the cancelled letter is marked from corner to corner diagonally and attached to the file under the yellow copy of the new letter. All other copies of the cancelled letter must be destroyed. Type the name of the new dictator and date rewritten as instructed under "Identification."

### B. LETTERS

The letter consists of several formal units: letter-head, inside address, salutation, body, complimentary close, signature, special notations, etc. To insure uniformity and thus save time and prevent errors, certain basic principles are established for all correspondence. The following pages will show the procedure for the preparation of letters in the War Assets Administration.

**1. Letterheads**

War Assets Administration letterheads are used for the original of all letters prepared in WAA.

**2. Date**

DO NOT DATE LETTERS unless prepared and mailed after office hours. (See "Dispatch.")

**3. Margin**

Since the width of the margin must be determined by the length of the letter, the stenographer should exercise judgment to see that the finished letter presents a pleasing, well-balanced appearance. There should be AT LEAST a one-inch margin at the left, the right and at the bottom of the page.

**4. Punctuation**

Use mixed punctuation, which is the same as open punctuation except that a colon is placed after the salutation and a comma after the complimentary close.

**5. Special Mailing**

- If special directions for mailing are necessary, type or stamp AIR MAIL, REGISTERED MAIL, or SPECIAL DELIVERY, as the case may be, two spaces above the address.
- Fill in "Special Mail Requirement Form" to accompany letters for special mailing. This form must be signed by one authorized to do so, and attached to the envelope. (See "Envelopes.")

**6. Address in Letter**

- The address in the letter is single spaced in block style, each line flush with the left margin. When it is necessary to break a line in the address, the portion carried over should be indented two spaces. Confine the address to four lines whenever possible.
- Do not abbreviate "Street," "Avenue," or the name of the state. Use "Co." instead of "Company" only if it is abbreviated on the letterhead of the incoming letter. Ordinal numbers used as names of streets should be spelled out up to and including "one-hundredth," as "310 Nineteenth Street." Use

no abbreviations in CONGRESSIONAL MAIL.

- Always verify names, titles and addresses when in doubt.

**7. Attention Line**

When requested by the dictator, type "Attention: Mr. (full name)" two spaces below the address and two spaces above the salutation, beginning flush with the left margin.

**8. Subject Line**

When requested by the dictator, type "Re: (subject)" or "Subject: (subject)" two spaces below the address, in line with the paragraph indentation.

**9. "Subject" and "Attention"**

If both attention and subject lines are requested, the order will be "Attention:" two spaces below the address, "Re:" or "Subject:" two spaces below the "Attention:" (indented 10 spaces) and the salutation two spaces below the subject. *Example:*

L. C. Smith Company  
1426 Pennsylvania Avenue  
Washington 7, D. C.

Attention: Mr. Jones

Subject: Typewriter Ribbons

Gentlemen:

**10. Salutation**

- Begin the salutation at the left margin two spaces below the last line of the address.
- Ordinarily the salutation will be "Dear Mr. (last name):"; "Dear Miss (last name):"; "Dear Mrs. (last name):"; "Gentlemen:"; or "Mesdames:" (See "Correspondence Chart.")

*NOTE:* If letter is addressed to a company, corporation, etc., with an "Attention" line, the salutation is always "Gentlemen."

- Do NOT use "Dear Sir:" or "Dear Sirs:"

**11. Body of the Letter**

- a. Begin the body of the letter two spaces below the salutation. All paragraphs are indented ten spaces.
- b. Letters of eight lines or less are double spaced. All other letters are single spaced with double spacing between paragraphs.
- c. Letters should be properly centered. If the letter is placed too high or too low, too much to either right or left, or if the right margin has a ragged edge, the appearance will be poor (see illustrations). The completed letter should have the appearance of a framed picture.
- d. When a letter requires more than one page, be sure that the last page contains two or more lines in addition to the complimentary close and signature. (For further reference see "Division of Words.")
- e. Type extracts and quotations in single space; indent and block at five spaces from the left and right margins of the letter, even though paragraphs are indented ten spaces.

**12. Second and Succeeding Pages—Numbering**

- a. Use plain white bond for second and succeeding pages. The heading of such pages contains the full name of the addressee in the upper left corner  $1\frac{1}{4}$  inches from the top.
- b. Number pages in the CENTER AT THE BOTTOM of the page at least  $\frac{3}{4}$  inch from the bottom edge. Use a hyphen, figure, and another hyphen. *Example:*

-2-

**13. Complimentary Close**

- a. Type the complimentary close two spaces below the last line of the body of the letter, beginning approximately five spaces from the center (to the right) of the page.

- b. "Very truly yours," is the usual form of closing for letters addressed to private individuals. "Sincerely yours," is for informal correspondence. "Respectfully yours," is reserved for letters to high officials. (See "Correspondence Chart.")

**14. Signature and Title**

Type the name of the signer of the letter in upper case letters FOUR OR SIX line spaces below the complimentary close. CENTER the title of the signer and the Division one and two line spaces below the typewritten name. *Example:*

JOHN L. DOE, JR.  
Acting Chief  
Examining Division

**15. Enclosures**

- a. If there are enclosures, type "Enclosure" or "Enclosures" two line spaces below the last line of the signature and title, flush with the left margin, on all copies including the ORIGINAL. Never abbreviate the word "Enclosure" or "Enclosures." Indent two spaces (next line) and give a brief description of the enclosures. *Example:*

Enclosures:  
Memo of Jan. 1, 1943  
Cir. Let. No. 293

*NOTE:* If a constituent's letter is being returned to a Member of Congress, as instructed under "Returning the Forwarded Letter," type "Let fr Mr. (name) of (date)." If more than one letter is being returned list date of each.

- b. If material is to be sent separately, type the words "Separate Cover" in place of "Enclosure" or directly beneath it if there is also an enclosure. Material sent under separate cover is described on the letter in the same manner as enclosures.

**16. Identification**

a. Do not type identification information on the original outgoing letter, the courtesy copy made for Congressional letters, or the copies described under "Special Distribution." Identification MUST NOT APPEAR ON ANY OUTGOING COPY; only on those retained in WAA.

b. A letter prepared for signature outside the office of origin must show the originating office, the initials and name of the dictator in upper and lower case letters, the stenographer's initials in lower case letters, and the date of preparation. Type two line spaces below the title of the signer, enclosures, or cc: (whichever is last) and flush with the left margin on copies retained in WAA. (See "Copies and Distribution.")

*Example:*

Adm. Div.  
JDAdams:kcd  
3-25-46

c. Letters prepared for signature within the office of origin show the initials and name of the dictator in upper and lower case letters, the stenographer's initials in lower case letters, and the date of preparation.

*Example:*

WHJones:rf  
3-25-46

d. If letter has been rewritten, show the initials and name of the new dictator, the stenographer's initials, and the date rewritten. (See "Rewritten Letters.")

*Example:*

WHJones:rf  
3-25-46  
Rewritten HMDavis:cd  
3-27-46

**17. Copies and Distribution**

a. Copies are prepared on white and colored tissues. The color will indicate distribution, which will be as follows:

Blue—Dictator

Green—Information Division (Furnished on all letters concerning policy or operations. If subject is strictly routine, a green copy is not necessary.)

Pink—Central Files (alphabetical)

Yellow—Central Files (subject)

b. Prepare white copies as instructed under "Number of Copies." Type distribution two line spaces below the last line of the signature and title or the listed enclosures (whichever is last), flush with the left margin, following the symbol "cc:" Type the full name. If two or more names appear, check the name in *RED* on a copy for each person. *Example:*

cc: Mr. John Graham  
Mr. Carl Doe✓

**18. Special Distribution**

a. If a copy is being sent to another government agency in Washington by the Central Office, prepare white letterhead tissue and type name of agency to which it is to be sent at lower left margin, and attach to a properly addressed, non-franked envelope.

b. Plain white copies furnished interested parties (in addition to those prepared for the Administrator, Regional Administrator, or Liaison) are marked for each recipient as shown under "Copies and Distribution." These copies should NOT bear the name of the dictator or initials of the stenographer. (See "Identification.") Identification information does appear on the copies for the Administrator, Regional Administrator, and Liaison.

**19. Courtesy Copy**

Prepare an exact duplicate of the original letter on white WAA letterhead tissue and attach to the outgoing letter to Congressmen, Cabinet Members, or Heads of Government Agencies.

**20. Yellow Copy**

The yellow copy will list, in addition to other notations, all the people through which the letter is being routed for concurrence or approval. The person receiving the letter for final signature should be able at a glance to see if Mr. Brown or Mr. Jones, etc., who are interested in the contents of the letter, have seen and initialed the letter. In order that this may be accomplished, insert ONLY the yellow copy, or copies, in your typewriter and list the names in the lower corner left of the margin and FLUSH WITH THE EDGE OF THE PAPER.

Graham \_\_\_\_\_

Brown \_\_\_\_\_

Green \_\_\_\_\_

Smith \_\_\_\_\_

**21. Additional Yellow Copy**

Ordinarily a letter should be confined to one subject but where two subjects are unavoidable, prepare two yellow copies, in order that one may be filed under each subject. Also, where two employees are the subject of the same letter, either with respect to personnel matters or travel, two central file copies should likewise be prepared, one for each file.

**22. Number of Copies**

Prepare the following for signature of the Administrator or Regional Administrators:

Original plus:

1 pink

1 blue

1 green

1 yellow

(In some cases 2 yellow copies will be necessary. See "Additional Yellow Copy.")

1 white—Administrator or Regional Administrator's files.

1 white—Liaison, when necessary. (Addi-

tional white copies if needed. See "Special Distribution.")

Courtesy copy, when necessary. (See "Courtesy Copy.")

For signature of others:

Original plus:

1 pink

1 blue

1 green (Furnished on all letters concerning policy or operations. If subject is strictly routine, a green copy is not necessary.)

1 yellow

(In some cases 2 yellow copies will be necessary. See "Additional Yellow Copy.")

(Additional white copies if needed. See "Special Distribution.")

Courtesy copy, when necessary. (See "Courtesy Copy.")

**23. Assembling**

a. If the outgoing letter is in reply to correspondence received, the incoming letter addressed to WAA must be stapled to the Central Files (yellow) copy of the reply. Incoming letters are the property of WAA and must not be sent outside the organization (except when a Member of Congress forwards a constituent's letter. See "Returning the Forwarded Letter.") Copies must be prepared if routing outside the organization is necessary.

b. When copies are prepared for officials, they are assembled in the file to provide for the highest ranking official receiving the clearest copy; second highest, next best, and so on. IT IS THE RESPONSIBILITY OF THE TYPIST TO SEE THAT ALL CARBON COPIES ARE LEGIBLE.

c. Carbons of letters of two or more pages are stapled in sets. Originals are clipped.

**24. Arranging (Regular Mail)**

a. Plain tissue (on top to protect original from soiling).

b. Original (and any enclosures listed on letter) with typed side of envelope directly beneath letter and attachments, to avoid soiling, with flap turned backward over top

of the letter. CLIP together with a paper clip at the upper left corner.

c. White carbon copies for special distribution with required envelopes attached. (Clip to above.)

d. Yellow copy with incoming letter and related material STAPLED UNDERNEATH. CLIP this and SUCCEEDING copies to the above copies so that the yellow copy PROTRUDES about 1½ inches on the left side. (See "Yellow Copy.")

e. Pink copy. (Do not staple.)

f. Blue copy. (Do not staple.)

g. White copy for the Administrator or Regional Administrators, when required. (Do not staple.)

h. Green copy. (Do not staple.)

i. CLIP all material together with a paper clip at the upper left corner.

25. *Arranging (Mail to Congressmen, Cabinet Members, or Heads of Government Agencies)*

a. Plain tissue (on top to protect original from soiling).

b. Original (and any enclosures listed on letter).

c. Courtesy copy.

d. Forwarded letter from constituent (if any). (See "Returning the Forwarded Letter.")

e. Prepare envelope and place typed side of envelope directly beneath material in a, b, c, and d above, to avoid soiling, with flap turned backward over top of the letters. CLIP together with a paper clip at the upper left corner.

f. White carbon copies for special distribution, when necessary, with required envelopes attached. (Clip to above.)

g. Yellow copy with incoming letter and related material STAPLED UNDERNEATH. CLIP this and SUCCEEDING copies to the above copies so that the yellow copy PROTRUDES about 1½ inches on the left side. (See "Yellow Copy.")

h. Pink copy. (Do not staple.)

i. Blue copy. (Do not staple.)

j. White copy for the Administrator or Re-gional Administrators, when required. (Do not staple.)

k. Green copy. (Do not staple.)

l. CLIP all material together with a paper clip at the upper left corner.

26. *Check List (Correspondence)*

Stenographers and typists will find a check list helpful. Communications should be reviewed on the following points:

- a. Has the proper stationery been used?
- b. Has a courtesy copy been made when necessary? (See "Courtesy Copy.")
- c. Has a blue, green, pink, and yellow (in some instances, two yellow) copy been prepared? (See "Copies and Distribution" and "Additional Yellow Copy.")
- d. Have the enclosures been listed and are they attached? (See "Enclosures.")
- e. Have the proper number of white copies been prepared and have they been properly marked to show distribution? (See "Copies and Distribution" and "Special Distribution.")
- f. Has the name of the originating office (when necessary), the initials and name of the dictator, the initials of the stenographer, and the date prepared been typed on the proper copies? (See "Identification.")
- g. Have the names of the interested persons been listed on the YELLOW copy in the lower left corner FLUSH WITH THE EDGE OF THE PAPER? (See "Yellow Copy.")
- h. Have pages been numbered when necessary? (See "Second and Succeeding Pages—Numbering.")
- i. Have all necessary envelopes been addressed and attached to the proper copy?
- j. Are the copies assembled and arranged according to instructions? (See "Assembling" and "Arranging.")
- k. Does the YELLOW copy protrude about 1½ inches on the left side as instructed in "Arranging"?
- l. Have instructions been followed in preparing the chain envelope to the "dispatch clerk"? (See "Chain Envelopes.")

## CORRESPONDENCE CHART

ADDRESSEE	LETTER ADDRESS	SALUTATION AND COMPLIMENTARY CLOSE	ENVELOPE ADDRESS
The President	**The President The White House	Dear Mr. President: _____ Respectfully yours,	The President The White House Washington 25, D. C.
Secretary to the President	*Honorable (full name) Secretary to the President The White House	Dear Mr. (surname): _____ Sincerely yours,	Honorable (full name) Secretary to the President The White House Washington 25, D. C.
American Ambassador	Honorable (full name) American Ambassador (Post)	Dear Mr. Ambassador: _____ Sincerely yours,	Honorable (full name) American Ambassador (Post)
Diplomatic Representative (Foreign)	His Excellency The Ambassador (or Minister) of (country) (country) Embassy (or Legation) Washington 25, D. C. <i>NOTE: Where the diplomatic representative is an ambas- sador, the office is called an "embassy," and where the representative is a minister, the office is called a "legation."</i>	Dear Mr. Ambassador: or Dear Mr. Minister: _____ Sincerely yours,	His Excellency (name) Ambassador (or Minister) of (country) (complete address)
Members of the Cabinet	**The Honorable The Secretary of State	Dear Mr. Secretary: _____ Sincerely yours,	The Honorable The Secretary of State The Department of State Washington 25, D. C.
Post Office Department	**The Honorable The Postmaster General	Dear Mr. Postmaster General: _____ Sincerely yours,	The Honorable The Postmaster General The Post Office Department Washington 25, D. C.
Department of Justice	**The Honorable The Attorney General	Dear Mr. Attorney General: _____ Sincerely yours,	The Honorable The Attorney General The Department of Justice Washington 25, D. C.
President of the Senate	Honorable (full name) President of the Senate Washington 25, D. C.	Dear Mr. President: _____ Sincerely yours,	Honorable (full name) President of the Senate Washington 25, D. C.
Committee Chairman United States Senate	*Honorable (full name) Chairman, Committee on (name) United States Senate	Dear Senator (surname): _____ Sincerely yours,	Honorable (full name) Chairman, Committee on (name) United States Senate Washington 25, D. C.
Senator	Honorable (full name) United States Senate Washington 25, D. C.	Dear Senator (surname): _____ Sincerely yours,	Honorable (full name) United States Senate Washington 25, D. C.
Speaker of the House of Representatives	Honorable (full name) Speaker of the House of Representatives Washington 25, D. C.	Dear Mr. Speaker: _____ Sincerely yours,	Honorable (full name) Speaker of the House of Representatives Washington 25, D. C.
Committee Chairman, House of Representatives	*Honorable (full name) Chairman, Committee on (name) House of Representatives	Dear Mr. (surname): _____ Sincerely yours,	Honorable (full name) Chairman, Committee on (name) House of Representatives Washington 25, D. C.

\*In Washington the letter address will not have Washington, D. C., included.

\*\*Addresses of two lines are double spaced.

ADDRESSEE	LETTER ADDRESS	SALUTATION AND COMPLIMENTARY CLOSE	ENVELOPE ADDRESS
Representative	Honorable (full name) House of Representatives Washington 25, D. C.	Dear Mr. (surname): _____ Sincerely yours,	Honorable (full name) House of Representatives Washington 25, D. C.
The Chief Justice	**The Chief Justice  The Supreme Court	Dear Mr. Chief Justice: _____ Sincerely yours,	The Chief Justice The Supreme Court Washington 25, D. C.
Justice of the Supreme Court	**Mr. Justice (full name)  The Supreme Court	Dear Mr. Justice (surname): _____ Sincerely yours,	Mr. Justice (full name) The Supreme Court Washington 25, D. C.
Head of an Independent Office	Honorable (full name) Administrator, Federal Security Agency Washington 25, D. C.	Dear Mr. Administrator: _____ Sincerely yours,	Honorable (full name) Administrator, Federal Security Agency Washington 25, D. C.
The Public Printer	**The Public Printer  Washington 25, D. C.	Dear Mr. Public Printer: _____ Sincerely yours,	The Public Printer Government Printing Office Washington 25, D. C.
Director of the Bureau of the Budget	*The Honorable, Director of the Bureau of the Budget	Dear Mr. (surname): _____ Sincerely yours,	The Honorable Director of the Bureau of the Budget Washington 25, D. C.
The Comptroller General	The Comptroller General of the United States Washington 25, D. C.	Dear Mr. Comptroller General: _____ Sincerely yours,	The Comptroller General of the United States Washington 25, D. C.
President of a Board	*Honorable (full name) President, Board of Commissioners District of Columbia	Dear Mr. (surname): _____ Sincerely yours,	Honorable (full name) President, Board of Commissioners Washington 25, D. C.
President of a Commission	Honorable (full name) President, Civil Service Commission Washington 25, D. C.	Dear Mr. (surname): _____ Sincerely yours,	Honorable (full name) President, Civil Service Commission Washington 25, D. C.
Chairman of a Board	Honorable (full name) Chairman, Railroad Retirement Board Chicago, Illinois	Dear Mr. (surname): _____ Sincerely yours,	Honorable (full name) Chairman, Railroad Retirement Board Chicago, Illinois
Chairman of a Committee	Honorable (full name) Chairman, Interstate Commerce Commission Washington 25, D. C.	Dear Mr. (surname): _____ Sincerely yours,	Honorable (full name) Chairman, Interstate Commerce Commission Washington 25, D. C.
Governor of a State	Honorable (full name) Governor of (state) (city, state)	Dear Governor (surname): _____ Sincerely yours,	Honorable (full name) Governor of (state) (city, state)
Mayor	Honorable (full name) Mayor of the City of (name) (city, state)	Dear Mayor (surname): _____ Sincerely yours.	Honorable (full name) Mayor of the City of (name) (city, state)
Protestant Minister	Reverend (full name) (name of church) (street address) (city, state)	Dear Mr. (surname): _____ Sincerely yours,	Reverend (full name) (name of church) (street address) (city, state)
Catholic Priest	Reverend (full name), (name of rectory) (street address) (city, state)	Dear Father (surname): _____ Sincerely yours,	Reverend (full name) (name of rectory) (street address) (city, state)

\*In Washington the letter address will not have Washington, D. C., included.

\*\*Addresses of two lines are double spaced.

ADDRESSEE	LETTER ADDRESS	SALUTATION AND COMPLIMENTARY CLOSE	ENVELOPE ADDRESS
Jewish Rabbi	Rabbi (full name) (name of synagogue) (street address) (city, state)	Dear Rabbi (surname): _____ Sincerely yours,	Rabbi (full name) (name of synagogue) (street address) (city, state)
Doctor President of a University	Dr. (full name) President (institution) (street address) (city, state)	Dear Dr. (surname): _____ Sincerely yours,	Dr. (full name) President (institution) (street address) (city, state)
Dean of a School	Dean (full name) School of (name) The University of (name) (city, state)	Dear Dean (surname): _____ Sincerely yours,	Dean (full name) School of (name) The University of (name) (city, state)
Professor	Professor (full name) (name of school) (street address) (city, state)	Dear Professor (surname): _____ Sincerely yours,	Professor (full name) (name of school) (street address) (city, state)
Physician	Dr. (full name) (street address) (city, state)	Dear Dr. (surname): _____ Sincerely yours,	Dr. (full name) (street address) (city, state)
Lawyer	(full name), Esquire (street address) (city, state)	Dear Mr. (surname): _____ Sincerely yours,	(full name), Esquire (street address) (city, state)
Other Civilians	Mr. (full name) or Mrs. (full name) or Miss (full name) or Messrs. (full name s) or Mesdames (full name s)  or Misses (full name s) (street address) (city, state)	Dear Mr. (surname): or Dear Mrs. (surname): or Dear Miss (surname): or Dear Messrs. (surname s): or Dear Mesdames (sur- name s): or Dear Misses (surname s): _____ Very truly yours,	Mr. (full name) or Mrs. (full name) or Miss (full name) or Messrs. (full name s) or Mesdames (full name s) or Misses (full name s) (street address) (city, state)

## CHART

### Military Titles

#### *Army*

General  
Lieutenant General  
Major General  
Brigadier General  
Colonel  
Lieutenant Colonel  
Major  
Captain  
First Lieutenant  
Second Lieutenant  
Master Sergeant  
Corporal  
Private

Warrant Officer  
Flight Officer

#### *Navy*

Admiral  
Vice Admiral  
Rear Admiral  
Commodore  
Captain  
Commander  
Lieutenant Commander  
Lieutenant  
Lieutenant (j.g.)  
Ensign  
Warrant Officer

All Navy ratings below Warrant  
Officer are addressed as:

#### *Salutation*

Dear General \_\_\_\_\_ :  
Dear General \_\_\_\_\_ :  
Dear General \_\_\_\_\_ :  
Dear General \_\_\_\_\_ :  
Dear Colonel \_\_\_\_\_ :  
Dear Colonel \_\_\_\_\_ :  
Dear Major \_\_\_\_\_ :  
Dear Captain \_\_\_\_\_ :  
Dear Lieutenant \_\_\_\_\_ :  
Dear Lieutenant \_\_\_\_\_ :  
Dear Sergeant \_\_\_\_\_ :  
Dear Corporal \_\_\_\_\_ :  
Dear Private \_\_\_\_\_ :  
  
Dear Mr. \_\_\_\_\_ :  
Dear Mr. \_\_\_\_\_ :

Dear Admiral \_\_\_\_\_ :  
Dear Admiral \_\_\_\_\_ :  
Dear Admiral \_\_\_\_\_ :  
Dear Commodore \_\_\_\_\_ :  
Dear Captain \_\_\_\_\_ :  
Dear Commander \_\_\_\_\_ :  
Dear Commander \_\_\_\_\_ :  
Dear Lieutenant \_\_\_\_\_ :  
Dear Lieutenant \_\_\_\_\_ :  
Dear Ensign \_\_\_\_\_ :  
Dear Mr. \_\_\_\_\_ :

Dear Mr. \_\_\_\_\_ :

*Example of a long letter, including instructions about margins, etc.*

(Heading)

Miss WAA Stenographer  
War Assets Administration  
Washington 25, D. C.

Dear Miss Stenographer:

This outline is given in order to assist you in following the procedures of this organization and in doing your specific job efficiently. This is an example of the setup, style, and spacing generally to be followed for outgoing letters, especially for a two-page letter. Mention also is made of important habits that should be acquired so that letters may reflect to the credit of the stenographer.

The setup is of chief importance in a business letter. It is the most noticeable feature of the letter; it can interest or prejudice the reader at a glance. Lopsided letters, top-heavy letters, and letters that appear to run off the bottoms of pages show carelessness or inefficiency. No matter how busy you are, take a moment to visualize mentally each letter before writing it. If necessary, change the setup on the typewriter for every letter to get the proper spacing.

A business letter consists of several parts: heading, inside address, salutation, body, complimentary close, signature, and special notations. All of these factors need to be considered so that margins may be correctly proportioned to form a frame for the letter. The placement of the letter on the sheet should harmonize with the letterhead.

Center every letter so that the left margin is always slightly wider than the right margin; keep the right margin as even as possible. Proofread each letter as soon as it is finished. Check carefully all initials, addresses, reference numbers, and spellings of names and of words infrequently used. Every page must be immaculately clean; there should be no strike-over letters and no half erasures.

Miss WAA Stenographer

There is no set rule for margins; the operator should change all margins, left, right, top, and bottom, in accordance with the length of the material.

In addition to the original letter prepare required copies on colored and white tissues as instructed in "Your Guide."

Very truly yours,

VELMA M. MASTERS  
Training Specialist  
Training Section

*Example of a letter using both "Attention" and "Subject" lines*

(Heading)

Mr. John C. Doe  
Assistant Manager in  
Charge of Sales  
War Assets Administration  
Chicago 6, Illinois

Attention: Mr. R. B. Brown

Subject: Attention and Subject Lines

Dear Mr. Doe:

If both attention and subject lines are requested,  
the order will be "Attention:" two spaces below the address,  
"Re:" or "Subject:" two spaces below the "Attention:"  
(indented 10 spaces) and the salutation two spaces below  
the "Subject."

Very truly yours,

*Example of a letter illustrating "REGISTERED MAIL" and a broken line  
in the address when a long title is required*

(Heading)

REGISTERED MAIL

Mr. John C. Doe  
Assistant Manager in  
Charge of Sales  
War Assets Administration  
Chicago 6, Illinois

Dear Mr. Doe:

If special directions for mailing are necessary,  
type or stamp AIR MAIL, REGISTERED MAIL, or SPECIAL DELIVERY,  
as the case may be, two spaces above the address.

When it is necessary to break a line in the  
address, the portion carried over should be indented two  
spaces. Confine the address to four lines whenever possible.

Very truly yours,

*Examples of poorly arranged letters*

1. *Top-heavy letter*

(Heading)

Mr. John Q. Public  
1743 Fairview Street  
Washington 50, D. C.

Dear Mr. Public:

This is an example of a letter which is badly arranged on the sheet, giving it a top-heavy appearance. Such a letter would immediately discredit the stenographer.

If the letter is eight lines or less, use double spacing and wide margins. If the letter is long, try to gage it so that all four margins will form a pleasing frame and the letter will be centered properly on the sheet.

Very truly yours,

2. A letter set too low

(Heading)

Mr. John Q. Public  
1743 Fairview Street  
Washington 50, D. C.

Dear Mr. Public:

This is an example of a letter set too low—badly arranged on the sheet. Such a letter would immediately discredit the stenographer.

Since the width of the margin must be determined by the length of the letter, the stenographer should exercise judgment to see that the finished letter presents a pleasing, well-balanced appearance. There should be at least a one-inch margin at the left, the right, and at the bottom of the page.

Very truly yours,

3. A lopsided letter (left of center)

(Heading)

Mr. John Q. Public  
1743 Fairview Street  
Washington 50, D. C.

Dear Mr. Public:

This is an example of a letter set too far to the left. Care should be taken to see that the left and right margins are nearly equal. If there is any difference, the right margin may be a trifle narrower than the left.

Very truly yours,

4. A lopsided letter (right of center)

(Heading)

Mr. John Q. Public  
1743 Fairview Street  
Washington 50, D. C.

Dear Mr. Public:

This is an example of a letter set too far  
to the right of the sheet.

Letters should be properly centered. If the  
letter is placed too high or too low, too much to either  
right or left, or if the right-hand margin has a ragged  
edge, the appearance will be poor. The completed letter  
should have the appearance of a framed picture.

Very truly yours,

### C. MEMORANDA

The memorandum is used for informal communication or transmission of material between officials in WAA and is not sent outside the organization. It follows the same basic principles of paragraph indentation, spacing, punctuation, and page numbering as set forth for letters.

#### 1. Preparation

- a. Use the blue Standard Form 64 which can be obtained in three different sizes;  $5\frac{1}{4} \times 8$ ,  $7 \times 8$ , and  $8 \times 10\frac{1}{2}$ .
- b. Copies are prepared on white and colored tissue. Prepare in accordance with instructions given under "Copies and Distribution" and "Yellow Copy" for letters. It is not necessary to type the words "To," "From," and "Subject" on the carbon copies.
- c. Date as of the date of signature.
- d. Show the full name, title and organizational designation of the addressee.
- e. Show the full name, title and organizational designation of the signer.
- f. Show the subject.
- g. Begin the body of the memorandum three spaces below the subject line.
- h. If other material is to be transmitted with the memorandum, the word "Attachment" is used instead of "Enclosure." Describe the attachments as set forth for letters under "Enclosures."
- i. If identification information is necessary, type as instructed under "Identification" for letters.

#### 2. Arranging

Arrange as shown under "Arranging" for letters, except that the blue copy is retained in the originating office.

### D. ENVELOPES

Envelopes are prepared at the time the letter is written except when correspondence is being dis-

tributed within the organization, either to or from the Washington Office or between field offices.

#### 1. Special Mail Requirement Form

Each individual item or parcel requiring postage must be accompanied by a properly executed "Special Mail Requirement Form."

#### 2. Secret and Confidential Mail

Secret and confidential mail is transmitted in double envelopes. The complete address is typed on both the inner and outer envelopes and the word "SECRET" or "CONFIDENTIAL" is typed in the lower left corner of the inner envelope, but the outer envelope does not indicate that the contents are of a secret or confidential nature.

#### 3. Penalty Envelopes

Envelopes bearing the penalty indicia are used in all cases except the following:

- a. Envelopes used as inner covers in transmitting secret and confidential mail.
- b. Envelopes addressed to foreign countries, except the other American Republics, Canada, and Spain.
- c. Envelopes to be delivered by messenger.
- d. Material weighing in excess of four pounds.
- e. Air mail.

If large sized envelopes bearing the penalty indicia are not available, a  $3" \times 5"$  franked label is used.

#### 4. Address

- a. The envelope address is usually a repetition of the inside address, single spaced and blocked. The beginning point of typing is approximately one-half the depth of the envelope from the top edge and approximately one-half the width.
- b. The names of the city and state must invariably appear on the envelopes even though they may be omitted from the inside (letter) address. Addresses of two lines are double spaced.

**5. Zone Number**

The postal zone number is obtained whenever possible and shown on the envelope. Type the city, zone number, comma, and state. *Example:*

New York 17, New York

**6. Special Lines**

- a. Special directions, such as AIR MAIL (use Air Mail envelope if available), SPECIAL DELIVERY, etc., are stamped or typed in upper case letters two or three spaces above the name of the addressee on the envelope.
- b. When return receipts are desired, type the words "Return Receipt Requested" in upper and lower case, on the line below the REGISTERED MAIL direction. (See illustrations.)
- c. Directions such as *Please Forward, Hold for Arrival, or Personal* should be typed, in

upper and lower case letters, in the lower left corner.

- d. An attention line typed on the letter is repeated on the envelope. Type in upper case letters, followed by a colon, in the lower left corner. *Example:*

ATTENTION: Mr. John Doe

**7. Chain Envelopes**

Chain envelopes are used to transmit correspondence to other offices within WAA or other agencies serviced by regular WAA messengers. It is important that the following points be observed:

- a. Cross out completely all previously listed names before entering the new name.
- b. Show full name of the addressee, room number and building.
- c. When it is important that certain documents be given priority, attach "Special Service" tags.

**WAR ASSETS ADMINISTRATION**

**WASHINGTON 25, D. C.**

**OFFICIAL BUSINESS**

**PENALTY FOR PRIVATE USE TO AVOID  
PAYMENT OF POSTAGE, \$300**

Mr. Robin C. Hood  
The Soft Pine & Hardwood  
Lumber Co., Inc.  
Leesville, Kentucky

Personal

**WAR ASSETS ADMINISTRATION**

**WASHINGTON 25, D. C.**

**OFFICIAL BUSINESS**

**PENALTY FOR PRIVATE USE TO AVOID  
PAYMENT OF POSTAGE, \$300**

Woodcraft, Inc.

Redwood, California

WAR ASSETS ADMINISTRATION

WASHINGTON 25, D. C.

OFFICIAL BUSINESS

PENALTY FOR PRIVATE USE TO AVOID  
PAYMENT OF POSTAGE, \$300

AIR MAIL

Mr. John J. Doe  
344 Lincoln Drive  
Denver 12, Colorado

WAR ASSETS ADMINISTRATION

WASHINGTON 25, D. C.

OFFICIAL BUSINESS

PENALTY FOR PRIVATE USE TO AVOID  
PAYMENT OF POSTAGE, \$300

REGISTERED MAIL  
Return Receipt Requested

Mr. Roscoe B. Black  
277 Key Road  
Chicago 1, Illinois

WAR ASSETS ADMINISTRATION  
WASHINGTON 25, D. C.

PENALTY FOR PRIVATE USE TO AVOID  
PAYMENT OF POSTAGE, \$300

OFFICIAL BUSINESS

SPECIAL DELIVERY

The What-Not Pottery Co.  
Pine and Cedar Boulevard  
Los Angeles 9, California

ATTENTION: Mr. Samuel Smith  
President



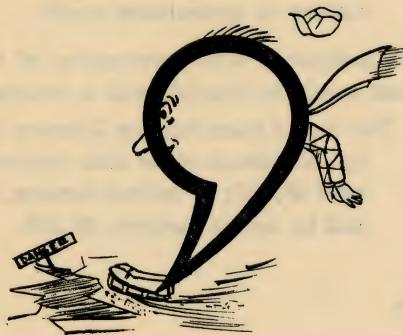
## CHAPTER IV

# WRITING STYLE

### A. PUNCTUATION

The general rules governing modern punctuation are that no mark should be used unnecessarily and that in the choice and placing of marks, the aim should be to bring out the meaning clearly. Well-planned word order requires a minimum of punctuation.

#### 1. Comma



Use the comma:

- a. To set off conjunctive adverbs, such as moreover, however, therefore, etc.

The allowance, however, is less than was expected.

- b. After each item and before the conjunction AND, OR, or NOR in a series of three or more items.

It is his responsibility to select, wrap, and deliver the items requested by the supervisor.

- c. To indicate the omission of a word or words that are clearly implied.

One method was simple; the other, complicated.

- d. Before the conjunction in a compound sentence.

She said she would return the following day, but we never saw her again.

- e. To separate into groups of three digits a number designating a quantity (except in a serial number or page number).

2,450      23,560      456,781      4,150,100

- f. Between the name of a person and his official title or address.

Mr. Samuel L. Grant, Chairman, . . . .  
Mr. Samuel L. Grant, 425 Chestnut Street, . . . .

- g. To set off a brief, direct quotation.

She asked, "Did you receive the papers?"

- h. Before and after non-restrictive relative clauses. (A non-restrictive relative clause is one that could be omitted without changing the meaning of the sentence.)

This Manual, which contains information of value to each stenographer, should be available for reference at all times.

- i. If the omission of the relative clause would change the meaning of the sentence, the comma should not be used. Such clauses are called restrictive.

The package *that John brought* is for Helen.

- j. To separate two words or figures that might otherwise be misunderstood.

In 1940, 200 wing parts were produced.

- k. Between the day of the month and the year.

April 15, 1940; *but* April 1940.

- l. After the year in dates within a sentence. A comma is NOT used after the first of two dates indicating a period of time when the day of the month is omitted.

It was on March 15, 1940, that his last payment was made.

From June 1940 to November 1943, it was . . . .

m. After an adverbial clause placed at the beginning of a sentence. Such clauses are introduced by *because*, *since*, *as*, *if*, *unless*, *as soon as*, and similar conjunctive adverbs.

As soon as you have completed your assignment, you may go home for the afternoon.

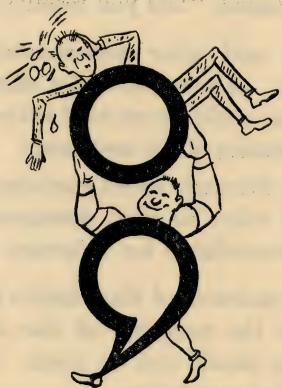
n. Before causal clauses introduced by *as*, *for*, or *since*.

The bank for cooperatives accepted the application, as the loan was for the purpose of constructing a new warehouse.

o. After the complimentary close in the business form of letter.

Sincerely yours,

## 2. Semicolon



Use the semicolon:

a. To connect statements that are too closely related in meaning to be written as separate sentences.

The farm mortgage loans of insurance companies are usually for a 5-year period; Federal land bank loans, however, are based on a 30-year maturity.

b. To separate members of a compound sentence that contain commas within themselves.

Derivatives of proper names, if used with a proper meaning, are capitalized; but, if used with an acquired and independent meaning, they are not capitalized.

c. Before *namely*, *for example*, *that is*, *as*, and similar expressions, when they introduce an enumeration or a detailed explanation. When these connectives introduce a parenthetical expression or an illustration, a comma should be used instead of a semicolon.

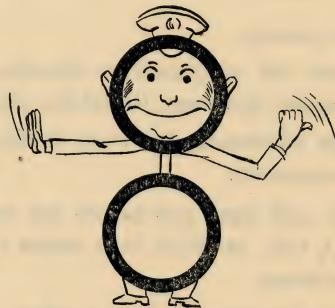
In many foreign countries sums of money are written in much the same manner as they are in the United States; that is, the abbreviation for the monetary unit is written before the figures, or often the dollar sign is used to designate the currency.

The outstanding feature of farm loans, namely, the long-term repayment plan, was the result of a careful study of the history of agricultural credit.

d. To indicate a wider separation of thought than would be possible with a comma.

The size of loans held on January 1, 1928, by individuals other than farmers averaged \$4,000; by retired farmers, \$4,741; and by active farmers, \$3,276.

## 3. Colon



Use the colon:

a. After the salutation of a letter.

Dear Mr. Jones:

b. After each of the headings FROM, TO, ATTENTION, and SUBJECT.

Subject: Personnel Reports.

c. In expressing clock time.

8:30 a.m.

d. To introduce an enumeration, an explanation, a summary, a formal or long quotation, or a restatement of a thought.

She replied as follows: " . . . . "

Apply this test to your letter: Does it give the essential information clearly, completely, concisely, and courteously?

The five largest cities in the United States are: New York, Chicago, Philadelphia, Detroit, and Los Angeles.

#### 4. Period



Use the period:

a. At the end of a declarative sentence.

Transportation will be provided.

b. At the end of an imperative sentence.

Mail the circulars to the Washington office.

c. At the end of an indirect question or a polite request.

Tell us how she did it.

Will you please mail these books to my home.

d. After an abbreviation. (Observe that *et* is a complete word which means and, while *al.* is an abbreviation of *alii* which means others. Expressions like *1st*, *2d*, *3d*, *4th*, etc., are not abbreviations and do not require a period.)

a.m.; Hon.; Franklin Green, Jr., et al.

e. To indicate a decimal.

\$5.69; 2.98 ft.; 3.6 percent.

f. Within final quotation marks regardless of context.

Include the letter marked "Air Mail."

g. Within parentheses when the enclosed matter is a complete sentence in itself. (See G. P. O. Style Manual.)

h. Outside parentheses at the end of a sentence if the reference enclosed in parentheses is not a complete sentence.

This matter has been referred to the Chairman of the Board (Mr. Smith).

Omit the period:

a. At the end of lines in dates, addresses, subjects, attention notice, title of writer, and after initials of dictator and stenographer in letters or memoranda.

b. At the end of lines in title pages, after center heads, after box heads of tables, and after words or short items (other than abbreviations) set in columns.

#### 5. Apostrophe

Use the apostrophe:

a. To form the possessive case.

The Comptroller General's rulings; dictator's name; supervisors' (plural) conference; supervisor's (singular) report; bankers' conference.

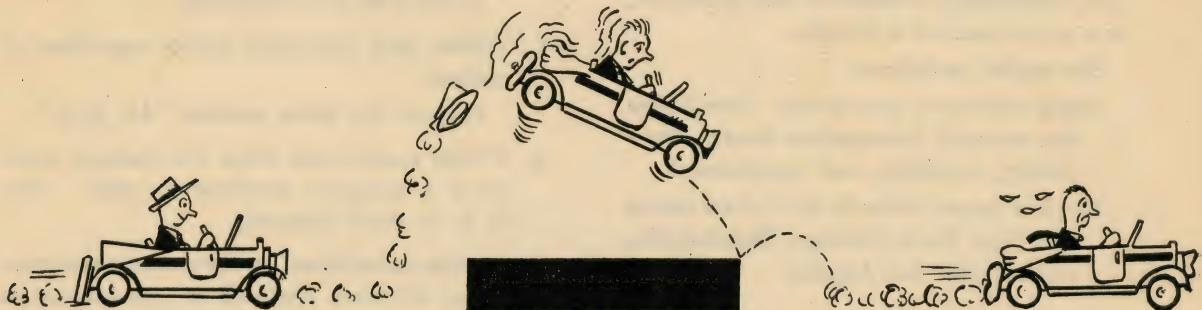
Black and White's office (joint ownership)  
Black's and White's farms (individual ownership)

b. To form the plurals of letters, figures, and symbols.

p's; 5's; YWCA's; three P-6's.

c. To indicate missing letters in a contraction.

It's (it is); doesn't (does not); haven't (have not).

6. *Dash*

Use a dash (two typewriter hyphens):

- a. To mark a sudden break or abrupt change in thought.

She said—and no one contradicted her—  
“The method used is wrong.”

- b. To enclose interrupting or parenthetical elements needing a stronger mark of separation than commas.

Communications with personnel—division heads, supervisors, clerks, etc.—should be prepared on Interoffice Memo Forms.

7. *Hyphen*

Use the hyphen:

- a. To connect the elements of certain compound words. (See “Compound Words.”)
- b. To indicate the continuation of a word divided at the end of a line.
- c. Between words, figures, or letters in the absence of the word *to* when indicating extent of time or quantity.

... during the period 1941-1944.

**NOTE:** It is generally understood that consecutive items separated by a hyphen are inclusive; but in cases where misunderstanding might result, the word INCLUSIVE should be added.

reports for January-June 1944, inclusive.

If the word FROM is used before the first item, the word TO should be used before the last item instead of the hyphen.

from 1941 to 1944.

8. *Parentheses*

Use parentheses:

- a. To enclose an expression inserted in a sentence solely for the purpose of explaining or qualifying the statement.

A series of letters (usually three) . . .

- b. To enclose references to pages, exhibits, etc. Such a reference at the end of a sentence is placed before the period unless it is a complete sentence in itself.

These forms are listed on the report for August (page 2).

The method is also discussed in the Manual. (See page 22.)

- c. To enclose an explanatory word not part of the statement.

The Erie (Pa.) News; but the News of Erie, Pa.

## 9. Question Mark



Use the question mark:

- To indicate a direct query, even if not in the form of a question.

When was this notice received?

Can the money be raised? is the question.

- To express more than one query in the same sentence.

How many jobs were filled during March? during April?

## 10. Quotation Marks

Use quotation marks:

- To enclose direct quotations (each part of an interrupted quotation begins and ends with quotation marks).

"We are doing all we can," the boss said, "to get the truck loaded before morning."

For a quotation within another quotation use single marks.

"The phrase 'on the other hand' introduces an adverse idea," he replied.

To indicate a quotation within the second quotation, use double marks.

The examiner said, "I interviewed the secretary. He remarked, 'I have not forgotten the 'gentlemen's agreement' we entered into.'"

- To enclose titles of books and publications or words and phrases accompanied by their definitions.

The chapter is entitled "Convincing Others of Your Worth."

Of what does the item "Miscellaneous debts" consist?

- To enclose misnomer, slang words, tech-

nical or trade words likely to be unfamiliar to the reader, or ordinary words used with a specialized meaning.

It is their duty to "stand by" for orders.

**NOTE:** The comma or final period is placed INSIDE the quotation marks; all other punctuation marks are placed OUTSIDE the quotation marks unless they form a part of the matter quoted.

He asked, "Have you heard the news?"

Did he answer "yes" or "no"?

- At the beginning of each paragraph of a quotation but at the end of the last paragraph only.

## 11. Ellipses

- Ellipsis marks are used to indicate an omission in quoted matter of one or more words not essential to the immediate purpose. Three unspaced periods are sufficient to indicate an ellipsis within a sentence or paragraph. A single space should separate them from the preceding and following text. If such an omission occurs after a complete sentence, space once after the period closing the sentence, then follow with the three periods indicating an ellipsis.

Example:

The point . . . is that the same forces . . . are still the undercurrents of every human life. . . . We may never unravel the methods of the physical forces; . . . but . . .

- An ellipsis of one paragraph or more should be indicated by a full line of periods, indented five spaces from each margin and separated from one another by five spaces.

## 12. Spacing

The following spacing is used after punctuation:

- Two spaces after a period, colon, or any termination of a sentence.
- One space after a comma or semicolon.
- Do not space either before or after a hyphen or a dash (two typewriter hyphens).



in either the singular or plural form; the common noun used alone as a substitute for the name of a place or thing is not capitalized.

Massachusetts Avenue the avenue

b. Capitalize a common noun used alone as a well-known short form of a specific proper name.

the Canal (Panama Canal)  
the District (District of Columbia)

c. Do not capitalize a common noun used with a date, number, or letter, merely to denote time or sequence, or for the purpose of reference.

act of 1928 paragraph 4 article 1

d. Do not capitalize school terms like freshman, junior class, college, academy, university, fraternity, unless they form a part of the name of an event, organization, or institution.

#### 5. *Regions, Localities, or Directions*

a. The word "north," "south," "east," and "west," their compounds and adjectives derived from them are capitalized when they refer to definite parts of the country or of the world.

the North Atlantic States  
the Midwest  
the Far East

b. A descriptive term used to denote mere directions or positions is not capitalized.

the eastern region  
the south of Europe

#### 6. *Titles of Persons*

a. Capitalize all titles of honor, profession, rank, and respect used with individual names. Even where the individual name is not given, the principal word or words in a title should be capitalized when an individual is referred to.

President Truman  
... when the President ...

b. Such words as commissioner, governor, president, etc. are not capitalized when they do not refer to a particular person.

A governor must assume many responsibilities.

The Governor of New York will be there.

#### 7. *Seasons*

Do not capitalize the names of the seasons.

spring summer fall winter

#### 8. *"The" in Proper Names, etc.*

a. Capitalize the word *the* when it is used as an essential part of an exact name or title.

The Adjutant General *but* the Adjutant General's Office

The Realty Bond Company

b. Do not capitalize the word *the* in reference to newspapers, periodicals, vessels, airships, trains, and firm names, *except* when the word "The" is part of the name.

the Federal Express the Mermaid  
the Times The Washington Post

#### 9. *Personifications*

Capitalize a distinct personification.

The Chair recognized the gentleman from New York

#### 10. *Popular Terms*

Capitalize a popular term used with or for a proper name.

the Big Four the New Deal the Hub

#### 11. *Abbreviations*

a. Do not capitalize abbreviations unless the words they represent are usually capitalized, or unless the abbreviation has been capitalized by custom.

F. (Fahrenheit) i.e. a.m.  
Ala. p.m.

b. Do not capitalize subdivisions and their abbreviations in literary references.

article, art. section, sec. page, p.

## C. ABBREVIATIONS

Abbreviations are used to save space and to avoid distracting the mind of the reader by a repetition of long, cumbersome words or phrases.

In general, abbreviations in text are not in good taste as they convey the impression of haste and carelessness. However, certain abbreviations are used to conserve space and to avoid repetition.

1. *Common Abbreviations*

A.D., anno Domini (in the year of our Lord)  
 A.M., anno mundi (in the year of the world)  
 a.m., ante meridiem (before noon)  
 B.C., before Christ  
 ca., circa (about)  
 cf., confer (compare)  
 c.o.d., cash on delivery  
 c.p.a., certified public accountant  
 e.g., exempli gratia (for example)  
 et al., et alii, et alia (and others)  
 etc., et cetera (and so forth)  
 et. seq., et sequentes, et sequentia (and the following)  
 et ux., et uxor (and wife)  
 f., ff., and following page(s)  
 f.o.b., free on board  
 ibid., ibidem (in the same place)  
 id., idem (the same)  
 i.e., id est (that is)  
 kw.-hr., kilowatt-hour  
 loc. cit., loco citate (in the place cited)  
 ms., mss., manuscript, manuscripts

n.b., nota bene (note well, take notice)  
 n.e.s., not elsewhere specified  
 No., Nos., number, numbers (only preceding figures)  
 nol-pros., nolle prosequi (to be unwilling to prosecute)  
 non-pros., non prosequitur (he does not prosecute)  
 op. cit., opere citato (in the work cited)  
 p., pp., page, pages  
 pct., per centum, percent (no period)  
 p.m., post meridiem  
 q.v., quod vide (which see)  
 r.p.m., revolutions per minute  
 R.R., railroad  
 Ry., railway  
 sic (no period) thus  
 ser., series  
 sp. gr., specific gravity  
 S.S., steamship  
 T., Tps., township, townships  
 v. or vs., versus (against)  
 viz, videlicet (namely)

2. *Approved forms of abbreviations for the States, etc.*

Ala.	Ga.	Miss.	N. Dak.	Tenn.
Ariz.	Ill.	Mo.	Okla.	Tex.
Ark.	Ind.	Mont.	Oreg.	V. I. (Virgin Islands)
C. Z. (Canal Zone)	Kans.	Nebr.	Pa.	Vt.
Calif.	Ky.	Nev.	P. I. (Philippine Islands)	Va.
Colo.	La.	N. H.	P. R. (Puerto Rico)	Wash.
Conn.	Md.	N. J.	R. I.	W. Va.
Del.	Mass.	N. Mex.	S. C.	Wis.
D. C.	Mich.	N. Y.	S. Dak.	Wyo.
Fla.	Minn.	N. C.	T. H. (Territory of Hawaii)	

3. *Street Addresses*

In street addresses the following abbreviations are preferred:

Northeast—NE  
 Northwest—NW

Southeast—SE  
 Southwest—SW

4. *Government organizations*

For convenience, abbreviations of Government organizations and terms, trade names, etc., are written as symbols—without periods or spaces.

CSC (Civil Service Commission)  
 USNR (United States Naval Reserve)  
 NHA (National Housing Agency)

### 5. Abbreviations with dates

The date of the month is not followed by d, nd, rd, st, or th, except when the word *the* precedes.

Example: November 23 the 23rd of November  
November 23 or the 23rd of November

## D. COMPOUND WORDS

A compound word is a union of two or more words to make a new word with a different meaning from that which the words have separately. Compounds may be written solid as one word, as two or more words joined by hyphens, or as two or more separate words.

The Government Style Manual contains an alphabetically arranged guide to compounding which may be consulted in doubtful cases.

Following are some general rules which can serve as a guide in determining the proper forms for compounding:

### 1. General Rule

Two or more words are compounded either to express a unit idea (literal or nonliteral) or to avoid ambiguity.

airlines      drydock      newsprint

### 2. When Hyphen is Used

a. To avoid doubling a vowel (except after the short prefixes do, de, pre, pro, re) or tripling a consonant.

thimble-eye      brass-smith      shell-like

*Exception:* To prevent misinterpretation, a few compound words formed with the prefixes co, pre, pro, and re, require a hyphen.

co-user      pre-war

b. To join a single capital letter to a noun or a participle.

U-boat      X-ray

c. To join a prefix to a proper noun.

un-American      trans-Atlantic      Anglo-American

d. To join duplicating prefixes.

re-redirect      sub-subcommittee

e. To join the word *self* (reflexive) to any other word except *selfsame*, *selfish*, and *selfhood*.

self-defense      self-interest      self-control

f. With the prefixes *ex* (former), *quasi*, and the adjective *elect*. (Titles of more than one word are hyphenated in these combinations.)

ex-governor      quasi-contract      president-elect  
ex-trader      quasi-official      vice-president-elect

g. When two or more hyphenated compounds have a common basic element and this element is omitted in all but the last.

long- and short-term money rates  
8-, 10-, and 12-foot boards

h. In compound numbers, in compound titles, in compound units of measurement, in any compound word containing an ordinal number as one of its elements, and in other complex compounds.

twenty-one	secretary-treasurer	light-year
first-class	a 6-footer	

i. In fractions, but hyphen is omitted between the numerator and the denominator when the hyphen appears in either.

two-thirds	three ten-thousandths
twenty-three thirtieths	three-fourths of an inch

3. *When Hyphen Is Not Used*

a. In civil and military titles.

major general	under secretary
attorney general	vice president

b. Between a numeral (word or figure) and a possessive noun.

a week's pay	two years' service
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c. In idiomatic phrases.

inasmuch as	insofar as
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d. Between an adverb ending in "ly" and the word it modifies.

heavily laden	brightly striped
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E. DIVISION OF WORDS

A word is divided only when necessary in preserving as uniform a right margin as possible. Excessive division of words at ends of lines makes reading difficult, and the sprinkling of hyphens detracts from the appearance of the typed page.

However, when the division of a word is unavoidable, the word should be divided on the proper syllable or syllables.

Since pronunciation governs the division of words, the dictionary is a valuable guide, and should be consulted when in doubt as to the points at which a word may be divided. In addition, the rules listed below should be followed.

1. Division of words at the ends of lines is indicated by the hyphen.
2. Do not divide a word when it leaves only one or two letters to be carried over to the next line to complete the sentence.
3. Do not place hyphens at the end of more than two consecutive lines.
4. Do not divide words of one syllable, as  

friend	width	through
--------	-------	---------
5. Do not divide the last word in a paragraph. To do so leaves but a portion of a word for the last line, which is not an effective ending.
6. Do not divide the last word on a page and carry the remaining portion over to the next page.
7. In dividing a date, the year only is carried over to the next line. Figures should not be divided.
8. Do not separate one part of an abbreviation from another part.
9. Do not divide proper nouns unless absolutely necessary. Do not divide names of persons. If it is absolutely necessary to separate a proper name, the surname is carried over to the next line.
10. Do not divide a compound word at the end of a sentence unless it can be divided on its hyphen.

## F. NUMERALS

## 1. General

a. When writing numbers consisting of four or more digits, separate the figures into groups of three by commas.

1,100,000      100,000      1,000

b. In writing decimal numbers having no units, a cipher should be placed before the decimal.

0.5      *not*      .5

c. The decimal point in percent numerals falling one under another should always be aligned.

*Percent*

9.2

1.195

974.86

## 2. When numerals Are Spelled Out

a. The following numerals and expressions are generally spelled out:

(1) Numerals preceding a compound modifier containing a figure:

two  $\frac{3}{4}$ -inch boards  
twelve 6-inch guns

(2) Indefinite expressions:

in the eighties  
the early seventies  
between two and three hundred men

(3) Isolated numbers less than 10:

one year	eight days
two or three bushels	five or six wells
nine-day tour	six-room house

(4) Round numbers, in general:

a million and a half  
a thousand dollars

Round numbers larger than thousand may be expressed either wholly or partially in figures.

twenty-three million,  
23 million, or  
23,000,000

(5) Spell out all numbers which begin a sentence, even if similar numbers are figures elsewhere. If this is impracticable or undesirable, reconstruct the sentence.

Five hundred and ninety-three men, 417 women, and 126 children under eighteen, besides 63 of the crew, went down with the ship.

(6) Spell out when beginning a sentence all terms of measurement that would otherwise be abbreviated.

Number six is not to be used in this display.

## 3. Numerals Written in Figures

a. The following numerals and expressions are generally written in figures:

(1) In expressing age:

1 year old  
52 years 10 months 6 days (note that no commas are used)

## (2) In expressing clock time:

4:30 p.m.; *but* half past four  
 10 o'clock or 10 p.m. (not 10 o'clock p.m.)

## (3) In writing numbers of more than one digit:

five times as large  
 10 times as large

## (4) In writing two or more numbers within a sentence, if any one number has more than one digit:

The farmer owned 8 horses and 10 cows.

## (5) In writing terms containing reference to money:

\$39.50  
 \$0.75 or 75 cents *not* .75 or 75¢

In writing dollars without cents, the number should not be followed by a period and ciphers or by a period alone.

\$50	<i>not</i>	\$50.00	or	\$50.
\$26		\$26.00		\$26.
\$33		\$33.00		\$33.

## 4. Dates

a. In referring to a fiscal year, consecutive years, or a continuous period covering more than two years, the following contrasted forms are permissible in the text of general correspondence, reports, memoranda, etc.:

1801-2	but 1895-1906 (transition of century)
1933-37	1900-1901 (beginning of century)

b. In headings and other display lines, year dates should be given in full.

1801-1802	1936-1937
-----------	-----------

c. Two or more separate years not representing a continuous period are separated by a comma and are not abbreviated.

1932, 1936
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## 5. Arabic and Roman Numerals

Arabic and Roman numerals falling one under another in lists of items should be aligned on the right; if followed by periods, the periods also should be aligned.

1	1.	I	I.
6	6.	VI	VI.
10	10.	VIII	VIII.
112	112.	XIV	XIV.

## G. UNDERSCORING

Underscoring on the typewriter serves the same purpose as italic type in printing. It is used to denote emphasis or to set out words or phrases which for any reason are to be differentiated from other text. The following rules are intended for observance in correspondence:

## 1. Spaces and Punctuation

Spaces and punctuation marks (except the hyphen or apostrophe within a word) should not be underscored.

## 2. Emphasis

In general, underscoring for emphasis should be practiced in moderation. An excess of underscoring defeats its own purpose and detracts from typographic appearance.

**3. Titles of Publications, etc.**

The titles of publications, including books, newspapers, and periodicals, are underscored unless they are very much abbreviated, as in legal citations, or unless they are in lists or columns consisting entirely of such titles. The titles of articles in periodicals and newspapers and the titles of speeches and chapter headings are quoted—not underscored.

**4. Names of Vessels and Aircraft**

These should be underscored.

the steamship (S. S. <i>Washington</i> )	the U-7; the Los Angeles
the U. S. S. <i>Pennsylvania</i>	the <i>Spirit of St. Louis</i>

The definite article (the) should not be capitalized or underscored when used with the name of a vessel unless it occurs in a title all of which is underscored.

**5. Names of Legal Cases**

The names of legal cases are underscored, except the "v." or "vs." for "versus."

*De Jager, appellant, v. Attorney General of Natal*  
*respondent Smith vs. Brown et al.*

**6. Whereas; Resolved; Provided, etc.**

The words *Whereas* or *Considering* in the preambles of Executive orders, proclamations, constitutions, resolutions, etc., and the words *Be it resolved*, *Resolved*, *Resolved further*, *Provided*, *Provided further*, and *In witness whereof*, in the resolving and enacting clauses thereof, should be underscored.

**7. To Be Continued; See; See Also**

The words *To be continued* at the end of an article, and *See* and *See also* in indexes and lists, are underscored.

*To be continued* (centered; no period)

**8. Letters Indicating Indefinite Persons**

These are underscored.

*A* said to *B*

**9. Other Underscoring**

Underscoring is preferably used to set off the relevant matter following such expressions as "the word," "the phrase," "the term," etc.

The term *enclose* is preferred to *inclose*

## H. OUTLINING

Numerals and letters are alternated in drawing up an outline to distinguish headings of various degrees of importance. The correct form for setting up an outline is as follows:

### TITLE

**I. Roman numerals are used for the first main topic.****A. Capital letters are used for the next subdivision.****1. Arabic numerals are used for the next subdivision.****2. Etc.****a. Small letters are used for the next subdivision.****b. Etc.****(1) Arabic numerals in parentheses are used for the next subdivision.****(2) Etc.****(a) Small letters in parentheses are used for the next subdivision.**



## CHAPTER V

# MESSAGES

Receipt and dispatch of telegrams, teletypes, and cablegrams will be through the Telegraph Unit in the Mail and Records Section. The Telegraph Unit will determine the appropriate class of service to be used on outgoing messages.

### 1. Facility and Class of Service

The facility may be commercial wire or teletype. Classes of domestic service are: TELEGRAM and TELETYPE, immediate transmittal; DAY LETTER, deferred from one to five hours; and NIGHT LETTER, for delivery the following morning.

### 2. Cablegrams

Cablegrams are prepared in accordance with instructions for telegrams, except that the word CABLEGRAM is typed in upper case letters two spaces above the address. The FULL NAME of the agency follows the signature.

### 3. Control Slip

Correspondence control slips will be attached to all incoming messages. When message is delivered, the original control slip is detached, signed by the receiver, and returned to the Mail and Records Section by the messenger.

### 4. Machine Copy

Mail and Records Section will furnish the originating office a machine copy of each outgoing message. Compare this with your blue copy of the original message and, if a discrepancy appears, notify the Telegraph Unit immediately.

### 5. Broadcast Teletypes

Broadcast teletypes are sent to all regional offices simultaneously. They are addressed to "All WAA Regional Administrators."

### 6. Multiple Address Messages

A multiple address message is a message sent to more than one person. List each individual or office at the top of the form and follow with the text.

### 7. Abbreviations

Following are abbreviations which may be used in the text:

RETEL	—	Re telegram or re teletype
RELET	—	Re letter
REMEM	—	Re memorandum
RECON	—	Re telephone conversation
EOD	—	Entered on duty
NTE	—	Not to exceed
PA	—	Per annum
OOB	—	Opening of business

FOTEL	—	Following telegram (or teletype) received from
COB	—	Close of business
DOB	—	Date of birth
ACNO	—	Account number
DOS	—	Date of shipment

#### 8. Preparation

- a. Type all messages on Standard Form 14 or 14-A. If it becomes necessary to use a commercial form, indicate the official Government nature of the message in order that the special low rate may apply.
- b. The date on which the message is typed is shown in the upper right corner below the identification box.
- c. Type the entire message in UPPER CASE LETTERS.
- d. Type "WAR ASSETS ADMINISTRATION." on the line marked "From."
- e. Insert the appropriation number on the line marked "Chg. Appropriation."
- f. Type the full name and address of the addressee, single spaced in block form at the left margin. If the message is addressed to another office of WAA, the agency initials WAA may be used.
- g. Begin the text of the message two line spaces below the address. Text is DOUBLE spaced.
- h. Words are never divided at the end of a line.
- i. Punctuation may be used.
- j. Express figures as numerals instead of writing them out.

\$3,000                    30,000 lbs.                    20,000,000 ft.

- k. There is no complimentary closing. The full name of the signer, title, and office or division are typed in upper case letters FOUR spaces below the body of the message, beginning approximately five spaces from the center (to the right) of the page.
- l. Show identification information on all copies except the original and confirmation copy(ies). Type the initials and name of the dictator, the stenographer's initials, and the telephone extension number of the dictator two line spaces below the title of the signer, flush with the left margin. Type the date on the next line. *Example:*

JHAdams:kd—Ext. 2095  
3-25-46

- m. Type two spaces below identification information the number that appears on the correspondence control slip, if the message is in response to a communication which has been assigned a number by Mail and Records Section.

#### 9. Certification

The following certification must be inserted by rubber stamp or typed in the lower left corner of the original copy of Standard Form 14 or 14-A and manually signed by one authorized to do so.

"I certify that the above telegram was necessary in the interest of the Government and is not personal."

**10. Number of Copies**

The minimum number of copies will be:

Original	— Telegraph Unit
1 blue	— Retained in originating office
1 yellow	— Central Files (subject)
1 pink	— Central Files (alphabetical)
Confirmation Copy(ies)	— (number requested by the dictator)
Information Copy(ies)	— (number requested by the dictator)

**11. Confirmation Copy**

If the dictator requests confirmation copies, type the word CONFIRMATION in upper case letters at the top center of each confirmation copy. Address an envelope to each recipient. Arrange as shown in "Arranging." If confirmation copy(ies) is to be forwarded with other mail under common cover, no envelope is necessary.

**12. Information Copy**

A green copy is not made for the Information Division as for letters, but if copies for information purposes are to be sent to other officials, this information copy will be on plain white tissue. List the full name of each recipient at the lower left margin on all copies except the CONFIRMATION COPIES. Check the name in RED on a copy for each person. Write the room number in the upper right corner with pencil.

**13. Yellow Copy**

In addition to other notations in the left margin of the YELLOW copy show the name of the person to whom the machine copy is to be sent. Type "Send machine copy to \_\_\_\_\_ (name) \_\_\_\_\_."

**14. Arranging**

a. The arrangement from top to bottom of the copies to be routed to the Telegraph Unit shall be:

Original  
White tissue confirmation copy(ies) with addressed envelope (when necessary)  
White tissue Information Copy(ies)  
Yellow copy (do not staple)  
Pink copy (do not staple)

b. The blue copy is not routed to the Telegraph Unit but is retained in the originating office. (This differs from instructions on letters because messages are dated and letters are not.) Clip the yellow copy (with pink copy underneath) to the other copies so that the yellow copy PROTRUDES about 1½ inches on the left side. (See "Yellow Copies" under "Letters"). The yellow copy must bear the initials of all interested persons, for convenient identification, in the space that is exposed.

**15. Routing**

The complete message, with the necessary copies, is sent to the Telegraph Unit by messenger from the signer's office. Telephone the Mail and Records Section for messenger service. If a messenger is not available, an employee of the signer's office may carry the message directly to the Telegraph Unit. Do NOT place telegrams or teletype messages in the regular collection tray.



## CHAPTER VI

# PREPARATION OF REPRODUCTION MASTERS

### A. STENCIL MASTER

#### 1. *Margins*

- a. All stencils indicate the four margins. Only the typing *within the marked margins* will show when mimeographed. Care must be taken, therefore, to see that the work is set up in such a manner that the frame of the marked margins will enclose the typed material.
- b. The regular 8" x 10½" paper used for mimeographed copy extends about ½" outside the stencil margin on both the left and right sides. Thus, if you write to the very margin of the stencil on both sides, you still have about ½" margin on the finished mimeographed copy.
- c. A good margin to use on the left side is the rule 30/36 shown on the stencil. This gives about a 1-inch margin. The same rule may be followed for the right side if a 1-inch margin is desired. There is no set rule for margins, except that typing must be within the marked margin—the typist must use her own judgment and see that the work is set up neatly in the center of the page, just as in letter writing.

#### 2. *Preparing the typewriter*

- a. Switch the typewriter ribbon to *white or stencil position*. Clean the type thoroughly with cleaning fluid, giving special attention to the letters "e," "a," "o," "p," and other open letters.
- b. Clean type thoroughly with brush several times on each stencil. Unless the typewriter keys are kept free of wax the stencil does not produce a clear-cut impression.

#### 3. *Touch*

- a. Insert the cushion sheet, coated side up if waxed, between the stencil sheet and backing and replace the stencil sheet smoothly. Make one carbon of all stencils. Hold the loose ends of all sheets in smooth contact when inserting in the typewriter.
- b. No more pressure is required in typing stencils than in ordinary typing, but one should develop an even touch so that all letters will be equally clear and distinct. Type slowly, using a uniform staccato touch, yet striking with a little greater force those letters having a large printing surface, such as "M" and "W," and striking with less force those letters having a very small printing surface, such as the small "c," the comma (,) and the period (.)
- c. If you strike a wrong key, never "strike over." Rub the incorrect letter or letters with the round end of the glass rod which comes with the correction fluid, to close the perforations of the stencil. Apply a *thin* coating of correction fluid over the error with a single vertical stroke of the brush. If the correction is not completely coated, apply the brush again to the spot. Too much correction fluid must not be used for it may peel off and take the correction with it. Allow sufficient time for the fluid to dry before typing correction. No extra pressure is needed when making a correction or retyping on the same spot.
- d. Care should be taken when underscoring not to type too hard because this may cut through the stencil and ruin it.

**4. Suggestions**

- a. When it is necessary to roll back the platen for any reason, the loose ends of the stencil, the cushion sheet, the carbon copy and the backing must be held together firmly while rolling is being done, to avoid wrinkling the stencil.
- b. When a stencil is placed in the typewriter horizontally, a piece of paper folded over the top edges will hold them together and prevent the stencil from wrinkling.
- c. Always place the page number of a stencil in the center, at the bottom of the page.
- d. When copying from a typed sheet, insert the sheet between the stencil and the backing and center it, marking in pencil (outside of the stencil margins) the numbers which will be used for right, left, top and bottom margins. This can be done also in setting up the spacing for headings.
- e. Do not start too high nor go below "56" on the bottom of the stencil, unless it is necessary to get an entire article on one sheet.

**5. Mimeograph Stencil**

If the stencil requires much ruling, horizontal, vertical or both, or requires the drawing of designs, a blue mimeograph stencil should be used instead of a white one.

**6. Proofreading**

All stencils should be carefully proofread with a second person and the stencil should be watched closely for misspelled words, incorrect numbers, typographical errors, etc.

**7. Cleaning the Typewriter after Stencil Work**

In order to get best results from the typewriter, it is most important that the machine be thoroughly cleaned after being used for the preparation of a stencil. The type should be thoroughly brushed with cleaning fluid, but ALCOHOL should be used on the rubber platen and any rubber rollers that can be reached.

**B. DITTO MASTER****1. Originals Must Be In Reverse**

- a. Originals or masters for the Ditto Direct Process Duplicator are made through the use of Ditto Direct Process Carbon Paper.
- b. Originals can be typed, hand-written or drawn, but no matter how they are made they must be in reverse.

**2. Margins**

Every original must provide at least a  $\frac{1}{4}$ -inch margin at one end of the sheet on which there is no typing or writing. This is the gripping or operating margin necessary to hold the sheet in the machine.

**3. How to Make a Typewritten Original**

- a. A typewriter with a medium hard platen and clean, sharp type produces best results. Good copies cannot be secured from worn or clogged type.
- b. To prepare an original take a sheet of Ditto Direct Process Master Paper and back it up with a sheet of Ditto Direct Process Carbon so that the coated side of the carbon faces the paper. Behind the carbon (between the carbon and the platen roller on the typewriter) place a thin sheet of celluloid or cardboard backing. The use of the celluloid or cardboard backing gives you a sharper master.
- c. The typist's touch determines the amount of carbon that is deposited on the master sheet and influences the kind of "write" that is secured. In general, the medium touch gives the best results, depositing a good amount of dye and producing a sharp "write."

- d. There are three methods of preparing a typewritten master:
  - (1) Type without a ribbon and with a thin tissue sheet placed over the master sheet. Copies are more uniform throughout when run by this method.
  - (2) Type directly on the paper without a ribbon. This makes a very clean-cut master but is the most difficult to prepare as the master paper might be cut if the type is too sharp.
  - (3) Type with the ribbon on the machine and the carbon in reverse. The thickness of the ribbon and master paper combined causes the characters on the carbon master to spread and the copies are not as clean-cut as those prepared by the other two methods.
- e. In all three methods use the cardboard backing sheet, which is enclosed in each box of Direct Process Carbon, or a sheet of celluloid.
- f. A silk ribbon gives a cleaner, sharp "write" than a cotton ribbon.

#### 4. *How to Make Handwritten or Drawn Originals*

To make a handwritten or drawn original use Ditto Direct Process Carbon just as for a typewritten original. Place the uncarbonized surface of the carbon paper on a hard smooth surface, preferably glass. Lay the blank master sheet upon the carbonized surface and write or draw directly on this sheet. Use a hard lead pencil or stylus for writing and bear down on the point just enough to give you the thickness of line which you want. A little experience will teach you just how hard to press for best results.

#### 5. *Corrections*

- a. Experimentation indicates that the most satisfactory method of correcting the master sheet is to use a combination of Ditto Plastic Cleaner and a white blockout pencil. The first step is to remove the major portion of the carbon, or excess ink, with Ditto Plastic Cleaner. The correction should then be lightly penciled over with the blockout pencil. Next place a new strip of carbon over the corrected spot (because most of the dye is out of the original carbon) and type in the correction. Clean corrections can quickly be made by this method.
- b. If the cleaner and blockout pencil are not available use a razor blade to erase the error. Place a new strip of carbon over the corrected spot and type in the correction.



## CHAPTER VII

# TELEPHONE MANNERS

Pleasing telephone manners mean much to you and your organization. Your voice, what you say, and how you say it, are what reveal YOU, and your Department, Bureau, Division, and Section, to the person at the other end of the line.

The telephone may be a means whereby you present yourself as cheerful, courteous, intelligent, and efficient, or it may be the unfortunate means of showing you as you would never wish to appear.

### 1. When You Receive a Telephone Call

a. Answer as promptly as possible.

b. Identify yourself when answering.

“Mr. Brown’s office, Miss Adams.”

“Docket Section, Miss Brown.”

“Personnel, Mason.”

c. Speak distinctly and pleasantly. Hold mouthpiece well up in front of lips.

d. Volunteer your own assistance.

“Is there something *I* could do?”

e. Request identity of caller only when necessary, and in a tactful manner.

“May I have your name?”

“May I tell him who is calling?”

f. Take messages willingly.

g. Transfer elsewhere only when you know definitely the correct person or number. Give caller these facts before transferring.

### 2. When You Make a Telephone Call

a. Plan an effective conversation.

b. Identify yourself immediately to the first person answering the called telephone.

“This is Mr. Johnson . . . May I speak to Mr. Smith, please?”

c. Identify also, when helpful, your office and your purpose in calling.

“Mr. Jones in Personnel . . . returning Mr. Green’s call.”

d. Try to complete your business on one call by securing information or leaving a message.

e. Volunteer your extension and the best time to reach you in case you request a “call-back.”

3. *Check List (Telephone)*

## DO YOU SOUND

Pleasant?  
Friendly?  
Cordial?  
Cheerful?  
Interested?  
Helpful?

OR

Expressionless?  
Mechanical?  
Indifferent?  
Impatient?  
Inattentive?  
Repelling?



# CHAPTER VIII

## CORRECTION MARKS

### ROUGH DRAFT MATERIAL

The following marks are based on the printers' correction marks for galley proof.

#### PROOF MARKS

<del>x</del> <del>o</del>	Bad letter	<del>l</del> <del>a</del>	Superior
<del>l</del> <del>d</del>	Push down space	<del>u</del> <del>a</del>	Inferior
<del>o</del>	Turn over	<del>P</del> <del>P</del>	Paragraph
<del>g</del> <del>g</del>	Take out	<del>N</del> <del>P</del>	No paragraph
<del>^</del>	Insert; left out	<del>wf</del>	Wrong font
<del>#</del>	More space	<del>....</del>	Let it stand
<del>VV</del>	Even spacing	<del>stet</del>	Let it stand
<del>(</del>	Close up	<del>tr</del>	Transpose
<del>o</del>	Period	<del>Caps</del>	Capital letters
<del>,</del>	Comma	<del>==</del>	Capital letters
<del>;</del>	Semicolon	<del>'s.c.</del>	Small caps
<del>:</del>	Colon	<del>==</del>	Small caps
<del>'</del>	Apostrophe	<del>l.c.</del>	Lower case or small letters
<del>“</del> <del>”</del>	Quotations	<del>~~</del>	Bold face
<del>-</del> <del>/</del>	Hyphen	<del>bf</del>	Bold face
<del>[</del>	Move to left	<del>—</del>	Italics
<del>]</del>	Move to right	<del>Rom.</del>	Roman
<del>—</del>	1 em dash	<del>   </del>	Straighten lines
<del>—</del>	2 em dash		

#### EXAMPLE

11 ~~s.c.~~ It does not appear that the earliest printers had any method of correcting errors before the form was on the press. The learned ~~correctors~~ of the first two centuries of printing were not proofreaders in our sense; they were rather what we should term office editors. Their labors were chiefly to see that the proof corresponded to the copy, but that the printed page was correct in its ~~latinity~~ / ~~that the words were there~~ and that the sense was right. They cared but little about orthography, bad letters, or purely printer's errors, and when the text seemed to them wrong



## CHAPTER IX

# PUBLICATIONS

The following publications are of value to secretaries and stenographers:

Chicago University Press. A MANUAL OF STYLE

Faunce, F. A. and Nichols, F. G. SECRETARIAL EFFICIENCY

Fowler, H. W. A DICTIONARY OF MODERN ENGLISH USAGE

Grady, James F. and Hall, Milton. WRITING EFFECTIVE GOVERNMENT LETTERS

Hutchinson, Lois I. STANDARD HANDBOOK FOR SECRETARIES

Roget, Peter M. THESAURUS OF ENGLISH WORDS AND PHRASES

Taintor, Sarah A. THE SECRETARY'S HANDBOOK

U. S. Government Printing Office. STYLE MANUAL

Webster's NEW INTERNATIONAL DICTIONARY OF THE ENGLISH LANGUAGE

Woolley, Edwin C. and Scott, Franklin W. COLLEGE HANDBOOK OF COMPOSITION



## LETTER APPRAISAL CHART

This appraisal chart is intended to assist you in revising your own letters or in indicating to others the specific weaknesses of the letters that are submitted to you for review.

Before appraising a letter, be sure to determine its exact purpose. What response is desired from the addressee?

### CAN YOU ANSWER "YES" TO THE FOLLOWING QUESTIONS?

#### IS THE LETTER:

1. COMPLETE
  - a. Does it give all information necessary to accomplish its purpose?
  - b. Does it answer fully all the questions, asked or implied, in the incoming letter?
2. CONCISE
  - a. Does the letter include *only* the essential facts?
  - b. Are the ideas expressed in the fewest words consistent with clearness, completeness, and courtesy; have irrelevant details and unnecessary repetition been eliminated?
3. CLEAR
  - a. Is the language adapted to the vocabulary of the addressee?
  - b. Do the words exactly express the thought?
  - c. Is the sentence structure clear?
  - d. Is each paragraph one complete thought unit?
  - e. Are the paragraphs arranged in proper sequence; are the ideas presented in the most effective order?
4. CORRECT
  - a. Is the accuracy of all factual information beyond question?
  - b. Are all statements in strict conformity with policies?
  - c. Is the letter free from: (1) grammatical errors, (2) spelling errors, (3) misleading punctuation?
5. APPROPRIATE IN TONE
  - a. Is the tone calculated to bring about the desired response?
  - b. Is the letter free from antagonistic words or phrases?
  - c. Is it free from hackneyed or stilted phrases which may amuse or irritate the addressee?
  - d. Does the entire letter evidence a desire to cooperate fully?
6. NEAT AND WELL SET UP  
Will a favorable first impression be created by: (1) freedom from strikeovers and obvious erasures; (2) even typing; (3) position of letter on the page?

#### HOW EFFECTIVE IS THE LETTER AS A WHOLE?

To what extent is the letter likely to accomplish its purpose, obtain the desired response, and build good will? In other words, how do you rate its *general effectiveness*? Underline the word which best expresses your rating:

**OUTSTANDING . GOOD . PASSABLE . UNSATISFACTORY**

#### IN RATING ANOTHER'S LETTER:

If the letter is "unsatisfactory," be sure to indicate the specific weaknesses which necessitate revision. Similarly, if the letter is only "passable," indicate clearly the weaknesses to which attention should be given in future letters.

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